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Guardian

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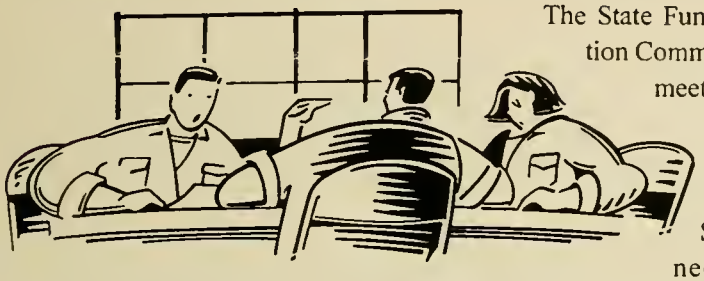
JANUARY 1999

EMPLOYEE ACTION COMMITTEE



The State Fund wide Employee Action Committee has begun regular meetings. They are currently in the process of deciding which issues from the Employee Satisfaction Survey need to be addressed. They will compile a report for the President on these issues by February 26. More information on the issues and a course of action will be available once they are approved.

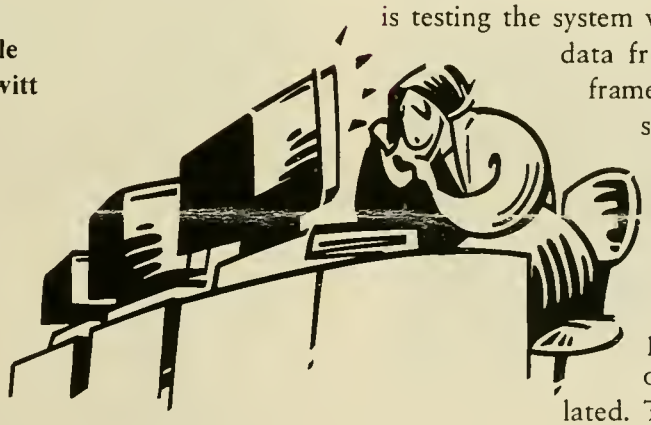
If you have questions or would like more information, please contact your Department Representative listed below:

Administration & Finance:	**Darcie Dunlap**
Claim	**Diane Pedersen**
HR & CSU	**Lisa Gates**
Legal	**Barb King**
MIS	**Stacy Ripple**
Underwriting	**Bernie Hewitt**

SYSTEMS TO LAUNCH IN SPRING

User Acceptance Testing will continue through February and PAALS and AMPS are scheduled to go live this spring.

Four additional weeks of testing were needed in order to completely test the entire system. It is essential to identify as many problems with the software as possible before moving to the final phase of testing The final phase is testing the system with converted data from the mainframe. If we test the system for the first time with converted data, it is more difficult to identify if a problem is data or system related. The additional four weeks of testing in February will accommodate this need.



Published monthly by and for the employees of the Montana State Fund.

PRESIDENT'S MESSAGE

Every two years, Montana's legislature meets in Helena to address the affairs of state and pass new legislation. As you've heard at the last two all employee meetings, we have several of our own proposals before the legislature that are designed to help us operate more efficiently and effectively, and make doing business with us more convenient for our customers.

An important State Fund bill is Senate Bill 68 which would accomplish several things. The bill would revise our 25% surplus requirement and replace it with National Association of Insurance commissioners standards; amend the State Fund's dividend statute to allow for staggered policy effective dates; exclude the Fund from the state Procurement Act when contracting for insurance related services; and eliminate pricing requirements for businesses with high losses or without adequate safety programs to allow for consistent pricing programs through our Underwriting department. This bill has passed the Senate by a vote of 47 - 0 and has been sent to the House for its consideration.

Senate Bill 23 would establish a constitutional amendment to allow the State Fund to invest up to 25% of its assets in private capital stock, much like private insurance companies. Diversifying our investment portfolio will strengthen the Fund's financial position over the long term. The bill has passed the Senate and needs 55 votes in the House to place the amendment on the November ballot.

A third bill is Senate Bill 234 which would give the State Fund the authority to offer contract insurance services to our customers, such as loss control and claims management services. This bill is currently in committee.

Pass or fail, all of these proposals are creative avenues we're exploring to make the State Fund a stronger, more customer-focused and efficient organization.

EMPLOYEE OF THE MONTH

Congratulations to Lynn Donnelly, Fiscal Operations Manager and the December Employee of the Month. Lynn puts forth constant effort on several major projects including MTPRRIME, AMPS, and PAALS. These projects are in addition to the work load she maintains as Fiscal Operations Manager. Lynn's co-workers add, "Lynn has time for each of her employees. She is very responsive when needed and is a real team leader."

If Lynn is not able to be in the office, she always calls in and checks her phone messages a couple times a day. If the Department is behind and works overtime, Lynn is right there, putting in the same amount of work. She has also worked on countless Saturdays to complete her work.

In all that Lynn has to do from the special projects to her normal work load, she is able to provide excellent customer service and find the time for her staff. One co-worker sums it up by saying, "She always answers our questions, helps us when needed, and shows concern for each of us. I feel very fortunate to have a boss like Lynn."

KUDOS KOLUMN

Vicki Shapiro recently took the time to thoroughly help a potential customer. The customer spoke with Vicki and later commented, "Vicki is just full of information and ready to help." The customer walked out the door saying, "This is just wonderful, I'll be back tomorrow."

Joe Barry, owner of Chem Clean in Helena, recently purchased a policy. Mr. Barry brought his payment in person in order to meet Karen Wegner, the Customer Service Representative he has been working with. Mr. Barry was very pleased with the exceptional customer service Karen has provided.

Thanks to Inez Slayman and Sheryl Semans who were very helpful in researching a problem for Enid Kalaher.

Terry with Northwest Hand Specialists in Seattle called recently to speak with Barb Holshue-Dudley. Terry explained she liked calling the Montana State Fund because her calls are answered promptly, unlike the Washington Workers' Compensation office where she has to hold.

Thanks to Tanya Kent who is very helpful to CSU. Lisa Gates comments that Tanya is so friendly and never hesitates to jump in and help whenever she can. CSU appreciates her teamwork!

Dr. Kehr, a local dentist, recently told an employee he was happy to come back because the State Fund is competitive again. He added he would prefer to support a Montana company. Just another example of the results the hard work of all State Fund Employees brings!

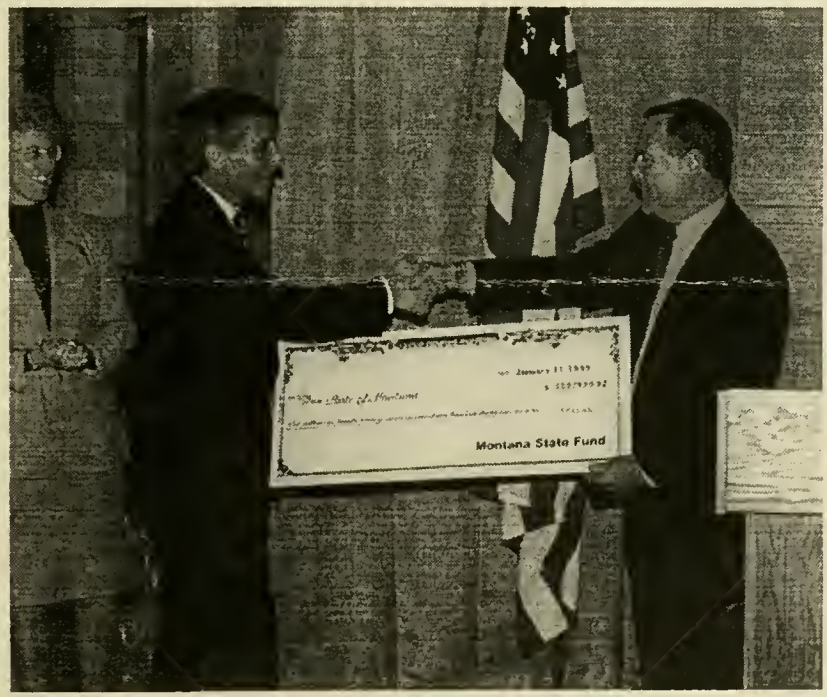
STATE FUND COMMITTEES

Employee Funds For You Committee
Members: Terri Eaton, President
Bob Silberling, Vice President
Marie Ringle, Secretary/Treasurer
Mike Welsh
Steve Scholl
Tom Martello
Ending balance as of January 1999: $3,885.47

The Emergency Funds For You (EFFY) Committee is a fund that helps serve employees or their family in time of crisis. EFFY guidelines are currently being revised by the committee so benefits are more clearly defined. This committee's funding comes from every other casual day and miscellaneous fundraisers. If you have questions about this committee or know someone who may need assistance, please contact any of the members.

Special Activities Committee
Schedule of Events: February 12 - bake sale/contest. Prizes awarded for three categories.
March 25 - breakfast sale
March 26 - craft sale
Ending balance as of December 1998: $1,163.24

The Special Activities Committee (SAC) plans and coordinates State Fund events including the Christmas and summer party. Funding comes from every other casual day and various events throughout the year. For more information contact Kelly Stanley, Committee President.



Carl Swanson presents a dividend check to Governor Marc Racicot in a ceremony marking the first dividend from the new State Fund. Based on its premium and losses, the State of Montana earned a dividend of over one million dollars.

TRAINING CALENDAR

Getting to Know the Agents, part 1 – February 2; 9-10

Intermediate Excel – February 4; 1-4

Conflict Resolution – February 4, 1:30-3

Conducting Performance Appraisal Interviews – February 9; 8:30-12

Getting to Know Admin/Finance, part 2 – February 10; 9-10

Advanced Word – February 24, 25, 26; 9-12

Quality Customer Service – February 24; 8:30-12

Beginning Word – March 3, 4, 5; 9-12

HUMAN RESOURCES

Personnel changes as of January 29, 1999

New Hires

Sandee Grimmis (UW)
Frank Roccia (MIS)

Departures

Bonnie Keach (UW)
Barbara VanderMars (Claim)
Rita Bird (Legal)

NEW EMPLOYEES

Debra Knowles is a new Mail Document Processing Clerk. She is a full time mother and previously worked in banking and with a private workers' compensation company. Debra enjoys spending time with her family and collects elephants.

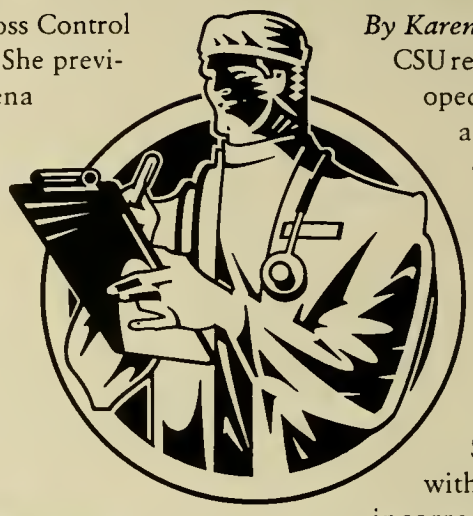
Frank Roccia recently joined the MIS Department as the Director of LAN Administration. Frank has worked in the computer industry for 14 years and was Information Systems Manager for Saatchi & Saatchi Worldwide Advertising Agency for the past ten years. Frank is originally from New York; he has a family of six and enjoys music, sports, and cooking.

Michelle Spencer joins Loss Control as a Loss Control Assistant. She previously worked at the Helena Multiple Listing Service and Derek Brown Construction. Michelle is from Helena and enjoys spending time with her family, snowmobiling, and boating.

E-MAIL ADDRESSES

We still have the State Fund owned internet mail server so the internet address stfund.state.mt.us will get mail to your workstation. But now that we are on Outlook, we also have the state run server. So a message including the address without the stfund (state.mt.us) will also get to your workstation.

PROVIDER CONTEST



By Karen Wegner

CSU recently developed a contest as a way to generate ideas on how to reduce the number of documents that come into the State Fund with missing or incorrect information. CSU handles the task of sorting through all un-numbered documents, many of which must be returned due to a lack of information, or because they do not belong to the State Fund.

CSU divided into four groups, one for each quarter of the state. Ideas were implemented and Nance Hughes, Andy Anderson, and Holly Wood performed quality checks with providers in December.

Lynn Mogstad and Lisa Gates won the contest. They sent out an information checklist for providers to use as a guideline when preparing workers' compensation bills. They followed the checklist up with personal letters with contact information. The checklist turned out to be what providers found most useful.

Lynn and Lisa won a bunch of great prizes including several household items, dish towels, and gift certificates for groceries.

Editor: Chuck Christiansen
Managing Editor: Shannon Copps
Employee Reporters:
Kathy Rowsey Karen Wegner
Jay Phillips

Please call 444-6502 with comments or suggested articles.

This issue of the *Guardian* was printed and copied by Publications and Graphics, Department of Administration, Helena, MT. Printing and copying costs are available by writing State Fund, P.O. Box 4759, Helena, MT 59604-4759.

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